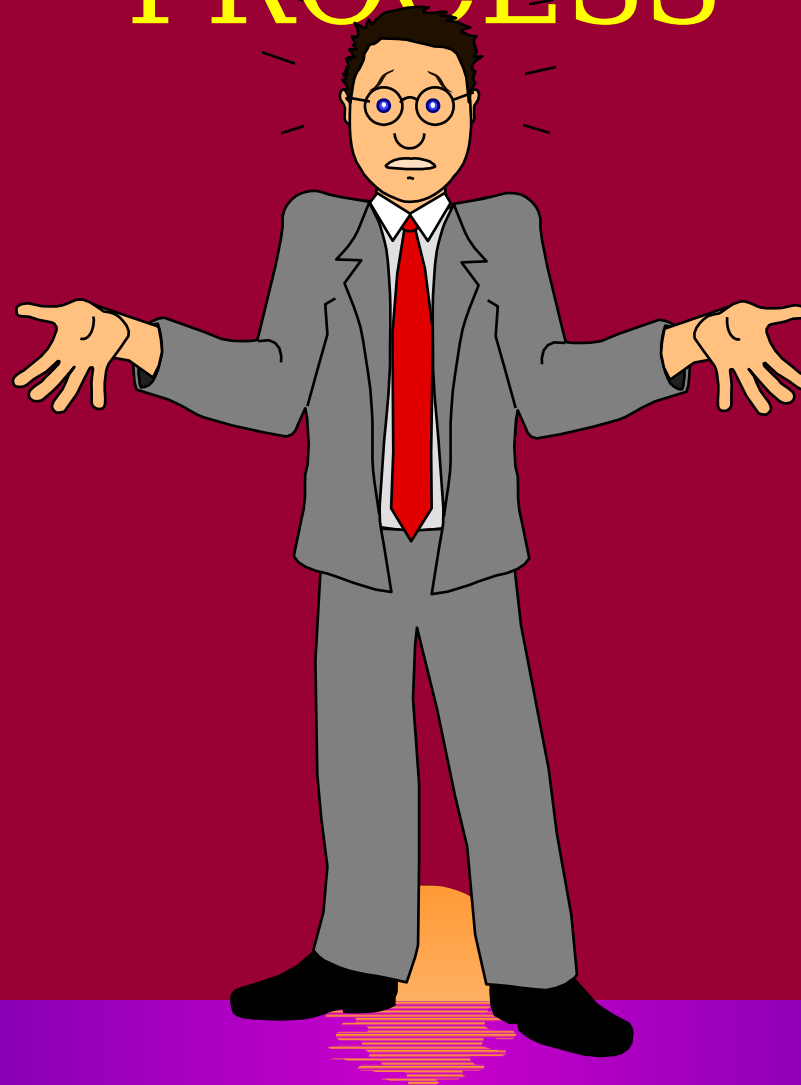


# COMMUNICATION PROCESS





GPRMC EQUAL  
OPPORTUNITY OFFICE  
SFC Trujillo  
DSN 421-2353

# OVERVIEW

- ▲ Definition of Effective Communication
- ▲ Elements of the Communication Process
- ▲ Modes of Communication
- ▲ Communication Barriers
- ▲ Cross-Cultural Misunderstandings
- ▲ Barriers to Cross-Cultural Communications
- ▲ Accents



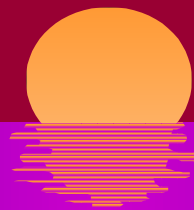
# EFFECTIVE COMMUNICATION

- ▲ Definition
- ▲ Guidelines
- ▲ Congruent Behavior
- ▲ Incongruent behavior



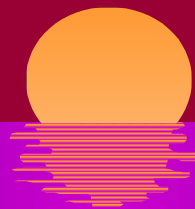
# ELEMENTS OF THE COMMUNICATION PROCESS

- ▲ Source
- ▲ Encode
- ▲ Message
- ▲ Decode
- ▲ Destination
- ▲ Feedback



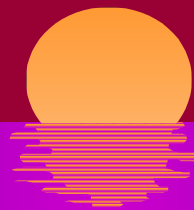
# STYLES OF COMMUNICATION

- ▲ Friendly, sociable, or playful
- ▲ Directive, persuasive, demanding, evaluate, blaming, or praising.
- ▲ Speculative, tentative, uncertain, searching, reflecting, exploring or intellectual.
- ▲ Disclosing, revealing, explicit, responsive, accepting and aware.



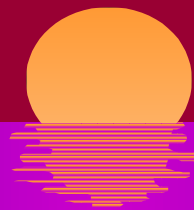
# COMMUNICATION BARRIERS

- ▲ Language barriers
- ▲ Different communication styles
- ▲ Physical barriers
- ▲ Perceptual barriers
- ▲ Noise



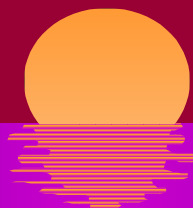
# CROSS-CULTURAL MISUNDERSTANDINGS

- ▲ Social courtesies
- ▲ Flow of information
- ▲ Assertiveness
- ▲ Honesty



# FREQUENT COMPLAINTS ABOUT THOSE WHO SPEAK ENGLISH AS A SECOND LANGUAGE

- ▲ They are impolite and do not show proper respect.
- ▲ They will not admit when they do not understand something.
- ▲ They do not know how to get along with others.
- ▲ They stick together and speak their own language.
- ▲ They will not be direct, or ever get to the point.
- ▲ They cannot be trusted and do not inspire confidence.



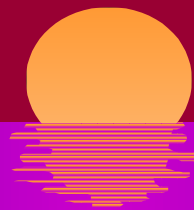
# BARRIERS TO CROSS-CULTURAL COMMUNICATIONS

- ▲ Songs, symbols and gestures
- ▲ Accents
- ▲ Jive and Jargon
- ▲ Lack of trust



# CROSS-CULTURAL MISUNDRSTANDINGS

- ▲ Social courtesies
- ▲ Flow of Information
- ▲ Assertiveness
- ▲ Honesty



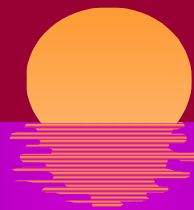
# SIGNS AND GESTURES

- ▲ Malcolm “X”
- ▲ Confederate flag
- ▲ Handshakes
- ▲ Peace sign
- ▲ Political caricatures
- ▲ National flags
- ▲ Clenched fist



# ACCENTS

- ▲ Americans often react negatively when listening to people with strong foreign accents.
- ▲ Indifferent when someone is struggling with the English language.
- ▲ Can lead to other assumptions and bias.



# SUMMARY

- ▲ Definition of Effective Communication
- ▲ Elements of the Communication Process
- ▲ Modes of Communication
- ▲ Communication Barriers
- ▲ Cross-Cultural Misunderstandings
- ▲ Barriers to Cross-Cultural Communications
- ▲ accents

